

ANNEX O

VOLUNTEER LABOR

I. PURPOSE

After a disaster, it is likely that people who are not County employees will volunteer to assist the department. These volunteers can provide significant assistance in the aftermath of a disaster. It is Christian County Emergency Management policy to use volunteers, when feasible, to help fulfill the department's post-disaster responsibilities, following a locally declared disaster. The purpose of this Annex is to explain the roles of volunteers and to assist leaders in organizing a large scale volunteer effort.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Christian County is subject to a number of disasters that could cause reason for the use of volunteer labor. The size of the disaster will dictate the number of volunteers needed to successfully complete all assignments.
2. Some of the disasters that could potentially cause the need for volunteer labor is; flooding, tornados, mass prophylaxis, terrorist attacks, etc.
3. Some disasters may be so large that emergency personnel will not be able to assist everyone in need in the first 24 – 48 hours. In this case volunteer labor can be used to assist emergency personnel in non-emergency situations.

B. Assumptions

1. Volunteers will be available during a disaster emergency.
2. That there will be a organized command center to deal with the volunteers (assignments, coordination, and a established communications center)
3. That there will be readily available resources for the volunteers to utilize.
4. Volunteers will possess different levels of training and skills. These skills should be used to the County's advantage. Volunteers should be grouped around a team leader that is the highest trained member of his/her group. If at all possible a Community Emergency Response Team (CERT) trained volunteer should lead up the group.
5. It is not intended that disaster volunteers will replace paid staff. Volunteers may be used to augment existing staff to meet the increased workload following a disaster.
6. The Christian County Citizen Corps will be available to assist in procuring volunteers and volunteer agencies.

III. CONCEPT OF OPERATIONS

A. General

1. *Advance Recruitment of Disaster Volunteers:* Advance recruitment of disaster volunteers is the ongoing responsibility of the Director of Emergency Management. Among the groups targeted for advance recruitment are volunteers from the Christian County Citizen Corps, corporations, community groups, colleges, religious organizations and interested individuals who are already Christian County Emergency Management volunteers.
2. The volunteers are required to sign a liability waiver, skills assessment form and assignment form which include a loyalty oath. If at all possible, all recruited volunteers with specific responsibilities outlined in advance, should undergo CERT training put on by the County Emergency Management and local fire departments.
3. Specific areas where disaster volunteers may be used include:
 - a. General office assistants to maintain delivery of welfare services, maintain phones or other Christian County Emergency Management duties;
 - b. Amateur radio operators who are part of the Emergency Operations Plan to connect Christian County Emergency Management offices if communications are interrupted through loss of telephone service or our fundamental radio resources.
 - c. Emergency Services assistants to take care of such responsibilities as; check well being request, clearing roads for emergency workers, etc.
 - d. Assist at shelters.
 - e. Anything that the IC deems to be not a threat to the volunteer.

B. Operational Time Frames

1. Mitigation
 - a. Encourage volunteers to participate in tests, exercises, and drills.
 - b. Establish procedures for volunteer retention, ongoing training and tracking volunteers.
 - c. Continue CERT Training for volunteers
 - d. Establish a Database to track volunteers.
2. Preparedness
 - a. Alert volunteer personnel as needed.

- b. Analyze the type of emergency in regards to the type and number of volunteers needed.
- c. Determine status of equipment and supplies needed to support volunteer operations.
- d. Maintain increased readiness status until the situation escalates or the stand-down is given.

3. Response

- a. Deployment of Volunteers: Following a disaster, the Emergency Management Director will activate specific call up lists to address immediate and specialized needs in the EOC. After this is accomplished, those individuals will activate additional volunteers if needed.
- b. Emergent Volunteers: Besides the advance recruitment process, Christian County Emergency Management may use emergent volunteers, who are not pre-registered and spontaneously respond to a disaster scene to provide assistance. Following a locally declared disaster, Department Heads have the authority to use or not to use emergent volunteers, according to the needs of the office. Tasks which Christian County Emergency Management and Department Heads may assign to emergent volunteers include office cleanups, messenger service, answering telephones, giving information to the public in the reception area, translating for non-English speaking persons, road clearing, general out door clean up, and miscellaneous office duties. If emergent volunteers are used in the office, the Department Head will ensure that the volunteers complete and sign liability waivers, skills assessment forms, and assignment forms which includes a loyalty oath. Following a major disaster, emergency volunteer coordination centers may be established by the County or independent cities. Locations will be transmitted through the Emergency Alert System on news radio stations, etc. If Christian County Emergency Management or Department Heads determine that there are no suitable tasks at the office site for emergent volunteers, they should be referred to the nearest emergency volunteer coordination center, if known, or instructed to listen to the Emergency Alert System on news radio stations for further information about volunteer opportunities.
- c. Supervising Disaster Volunteers: Disaster volunteers will be supervised by Christian County Emergency Management, Department Heads or a designee, according to departmental policies contained in the County EOP. The Christian County Emergency Management Staff, Department Heads or designee may assign volunteers to any reasonable work shift, according to the needs of the office.
- d. Volunteers should assist in documenting emergency work performed.

4. Recovery
 - a. Support cleanup and recovery operations.
 - b. Provide for mental health issues for the volunteers. This should include debriefing by a qualified CIRT Team.
 - c. Conduct critiques and initiate actions to improve capabilities
 - d. Prepare and submit after-action report to the County Emergency Management Agency.

IV. Organization and Responsibilities

A. Organization

1. The overall organization of volunteers will change depending upon the scope and type of disaster. Volunteers will fit into the overall Incident Management diagram.

B. Responsibilities

1. The Emergency Management Agency will be charged with the organization of all volunteers. The Emergency Management Agency will see that volunteers are used to their best potential and distributed evenly.
2. A current roster of available volunteers and their contact numbers will be kept in the EOC and be portable if the EOC should ever need to be moved.
3. Registered volunteers should maintain periodic contact with the Emergency Management Office.

V. Direction and Control

- A. Operations will be controlled by the Emergency Management Director from the EOC or by the Incident Commander at the scene.

VI. Administration and Logistics

- A. Reports and records will be developed and maintained in accordance with established procedures. Specific forms are located in Book II/Recovery/Volunteer Forms.
- B. Stockpiles of essential materials and supplies and resource lists will be checked and updated at least once a year.

APPENDICES

1. CERT – Community Emergency Response Team

Appendix 1 to Annex O

C.E.R.T.

Community Emergency Response Teams

I. PURPOSE

Each year, many Missouri communities are rocked by severe weather, such as tornadoes, floods or flash floods, winter storms, or by “man made” disasters. The damage caused by such disasters effect everyone. Disasters can severely restrict and overwhelm emergency response resources, communications, transportation and utilities and can leave individuals and neighborhoods cut off from outside emergency support.

Community Emergency Response Teams (CERT) are trained to take care of themselves and then help others in their communities for the first three days following a disaster. This is when debris-clogged or damaged roads, disrupted communications, or high volume of calls may prevent access by emergency response personnel. The purpose of CERT training is to provide citizens with the basic skills required to handle virtually all their own needs and then to be able to respond to their communities’ needs in the aftermath of a disaster.

This Annex will explain the various roles that CERT members can and will play in the community, core curriculum, advanced levels of training, and continuing education recommendations. It is the goal of the CERT Program to train and equip as many citizens as we can to assist in disaster response and recovery.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Christian County is vulnerable to many hazards, all of which have the potential to disrupt the community, cause widespread damage, and create a great number of casualties.
2. This plan was developed with the entire county in mind. CERT members will be trained and accepted in the program to matter where they reside in the county.

B. Assumptions

1. The proper utilization of CERT Members will reduce or prevent the loss of lives and damage to property in Christian County
2. Depending upon the severity and magnitude of the situation, local resources may not be adequate to deal with every occurrence. Therefore it may be necessary to request assistance from CERT Members to assist in support operations.
3. Depending on the magnitude of the emergency, Christian County may have to deal with the incident on its own. In light of recent tornado outbreaks, in which the damage was widespread, resources from neighboring communities and counties may not be available.

III. CONCEPT OF OPERATIONS

A. General

1. The primary responsibility of CERT Members is to assist in emergency operations and take a lead role in some support operations.
2. Discrimination on the grounds of race, color, religion, nationality, sex, age, physical impairment, or economic status will not be allowed in the execution of the CERT Program.
3. CERT Members will use the Incident Management System (IMS).
4. Following an Incident:
 - a. CERT Members will take care of their families, their homes and their neighbors first.
 - b. After accomplishing the above, CERT Members will then proceed to a Staging Area.
 - c. The first arriving CERT member will be the CERT Leader. After other members arrive, that authority may be relinquished to another member better qualified.
 - d. As other CERT Members arrive, the CERT Leader will make assignments so determined by the Incident Commander.
5. Examples of CERT Assignments:
 - a. Shelter management (Animal and People Shelters)
 - b. Triage Area
 - c. Staging Area
 - d. Transportation
 - e. Check well being assignment
 - f. Basic First Aid Stations
 - g. Critical Infrastructure Protections Assignments
 - h. Documentation

B. Actions To Be Taken By Operating Time Frames

1. Mitigation

- a. Conduct CERT Classes
- b. Develop advanced CERT courses and curriculum
- c. Expose CERT Members to disaster drills and exercises.

2. Preparedness

- a. Determine status of equipment and supplies (fuel, water, first aid supplies, etc.).
- b. Inventory CERT Packs for needed supplies, documents, etc.
- c. Maintain increased readiness status until the situation escalates or the stand-down is given.
- d. Assist in the dissemination of warning, if necessary, to friends, neighbors, etc.

3. Response

- a. After taking necessary actions in their home and neighborhood, proceed to staging area and report in.

4. Recovery

- a. With any disaster there will wide spread damage, injury, and death will almost be a certainty. During the recovery stages of any disaster it will be the Emergency Management Directors responsibility to see that all volunteers receive both physical and mental healthcare. Both immediate and long term care will be provided for any volunteer that warrants it.

IV. ORGANIZATION AND RESPONSIBILITIES

A. Organization

1. The Emergency Management Director will be the leader of the CERT Team
2. All training and course decisions will be made in accordance to the CERT book of rules and regulations
3. The organization will be open to any person in the community.

B. Responsibilities

1. It will be the responsibility of the Emergency Management Director to keep a current list of all volunteers. The Director must also organize and coordinate continuing education material to keep all volunteers abreast to changing topics.
2. It will also be the responsibility of the Emergency Manager to make available any and all tools and resources that may be needed by the volunteers.

V. ADMINISTRATION AND LOGISTICS

A. Administration

1. It will be the responsibility of the administration to insure that the tools and funding are available to the volunteers.
2. Administration must keep the Rules and Regulations current and within the legal scope of CERT.

B. Logistics

1. The Emergency Manager will be responsible for establishing a CERT command center and manning it with qualified personnel.
2. It will also be the responsibility of the Emergency Manager to insure transportation and some form of reliable communication.

VI Attachments

1) Attachment Direction and Control Diagram

Appendix 1
Direction and Control Diagram

